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 Available to: Analysis Intelligence

 Uses: Expense Data Travel Data

Revision History

Date	Notes / Comments / Changes
February 18, 2023	<p>Made the following updates:</p> <ul style="list-style-type: none"> In the <i>Report: Mobile Metrics Details</i> section, added the LoginSuccessful event, and added the following bullet to the <i>When Events Were Added to the Report</i> section: <p>With the February 2023 release, the LoggedIn event was renamed to LoginSuccessful on the Mobile Metrics Details report. We recommend leveraging the Mobile Metrics Details report for the mobile actions associated with the LoginSuccessful event that were completed on or after the February 23, 2023 release date.</p> <p>The LoggedIn event will continue to be available on the report to capture mobile actions associated with the LoggedIn event on or before February 23, 2023.</p> <ul style="list-style-type: none"> In the <i>Report: Mobile Metrics – Mobile Adoption Report</i> section, added the LoginSuccessful event, and added the following bullet to the <i>Availability of Event Data on the Report</i> section: <p>With the February 2023 release, the LoggedIn event was renamed to LoginSuccessful on the Mobile Metrics – Mobile Adoption Report. We recommend leveraging the Mobile Metrics – Mobile Adoption Report for the mobile actions associated with the LoginSuccessful event that were completed on or after the February 23, 2023 release date.</p> <p>The LoggedIn event will continue to be available on the report to capture mobile actions associated with the LoggedIn event on or before February 23, 2023.</p>
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
August 27, 2021	<p>Updated the Prompts page image in the <i>Report: Mobile Metrics Details</i> section to include the renamed Country/Region of Employee prompt.</p> <p>Made the following updates to the <i>Report: Mobile Metrics – Mobile Adoption Report</i> section:</p> <ul style="list-style-type: none"> Updated the image of the Prompts page to include the renamed Country/Region of Employee prompt. Updated the image of the Total Mobile Adoption by Users page and added a note about the Country/Region of Employee field Updated the image of the Unique Mobile Users by Event Group page to include the new Events – Subtotal rows Updated the image of the Mobile Events Trend page to show the new line chart and the new Events – Subtotal rows Updated the description of the Mobile Events Trend page

Date	Notes / Comments / Changes
June 19, 2021	<p>Updated the Mobile Metrics Details report description, added the AssociatedReceiptWithRepEntry event, updated the report images and added the following bullet for the AssociatedReceiptWithRepEntry event:</p> <ul style="list-style-type: none"> • With the June 2021 release, the AssociatedReceiptWithRepEntry event was added to the Mobile Metrics Details report. We recommend leveraging the Mobile Metrics Details report for the mobile actions associated with the AssociatedReceiptWithRepEntry event that were completed on or after the June 19, 2021 release date. <p>Also added the new Mobile Metrics – Mobile Adoption Report.</p>
March 22, 2021	Added the <i>Information About Event Data on the Report</i> section.
March 20, 2021	<p>Updated the Mobile Metrics Details report description and report images to include references to the additional Concur Expense, Concur Invoice, Concur Travel, and logon events added to the report.</p> <p>Also added note about SAP Concur mobile app versions.</p>
February 20, 2021	Updated the copyright year; no other changes
November 14, 2020	Added reference to the BookedHotel event and updated images to include BookedHotel event.
June 24, 2020	Changed the Last Revised Date in the footer from June 20, 2020 to June 24, 2020 to correspond with the new June release date.
June 20, 2020	Added reference to the SubmittedReport event and updated images to include SubmittedReport event.
June 3, 2020	<p>Added clarification to the note in the Mobile Metrics Details report description:</p> <p>NOTE: Due to enhancements made as of May 1, 2020, we recommend leveraging the Mobile Metrics Details report for mobile actions completed on or after that date.</p>
June 2, 2020	<p>Updated image of the Prompts page for the Mobile Metrics Details report, and added the following note to the Mobile Metrics Details report description:</p> <p>NOTE: The Mobile Metrics Details report only includes data from May 1, 2020 or later.</p>

Date	Notes / Comments / Changes
May 16, 2020	<p>Added the new Mobile Metrics Details report.</p> <p>SAP Concur is dedicated to providing accurate and reliable report data. After removing the existing mobile reports, we have completed some improvements to provide these four mobile expense metrics in the new Mobile Metrics Details report. The new Mobile Metrics Details report is being provided with only these four mobile expense actions for now. This report is planned to be leveraged as we receive more new mobile actions into this standard report.</p>
March 14, 2020	<p>As of the March 2020 release, the Mobile Usage folder and all of the reports in the folder were removed from the standard reports catalog.</p> <p>Removed the following reports from the guide:</p> <ul style="list-style-type: none"> • Invoice Mobile Metrics Summary • Mobile Login Summary • Travel Mobile Metrics Summary <p>Replaced the report information with information about the removal of the folder and reports.</p>
January 8, 2020	Changed copyright; no other content changes
March 15, 2019	Removed the Expense Mobile Metrics Summary report. The report was removed from the standard reports catalog with the March 2019 release.
February 9, 2019	Removed references to Insight Premium from the guide and updated copyright
January 13 2018	Changed copyright; no other content changes
December 15 2016	Changed copyright; no other content changes
November 16 2016	Updated report images to match the current application
August 14 2015	Moved from single book to individual "chapters" – no content changes

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Report: Mobile Metrics Details

Available to: Analysis Intelligence
Uses: Expense Data Travel Data

This report displays the Concur Expense, Concur Invoice, Concur Travel, and logon actions taken by employees using the SAP Concur mobile app. The report includes metrics for the following events:

Logon

- LoggedIn
- LoginSuccessful

Concur Expense

- AddedExpenseToReport
- ApprovedReport
- AssociatedReceiptWithRepEntry
- AssociatedReceiptWithReport
- CreatedQuickExpense
- CreatedReport
- EditedQuickExpense
- EditedReport
- RejectedReport
- SubmittedReport
- UploadedMobileStandaloneReceipt

Concur Invoice

- ApprovedInvoice
- RejectedInvoice

Concur Travel

- BookedAir
- BookedCar
- BookedHotel
- BookedRail

Information About Event Data on the Report

The SAP Concur mobile app version you are using and when an event was added to the Mobile Metrics Details report determines when data for the event is accurately reflected on the report.

SAP Concur Mobile App

The SAP Concur mobile app version you are currently using determines which event data is available to you on the Mobile Metrics Details report. Event data for all of the events on the Mobile Metrics Details report is available on the latest version of the SAP Concur mobile app. If you are using an older version of the SAP Concur mobile app, some of the event data may not be available on the Mobile Metrics Details report. We recommend users have the latest version of the SAP Concur mobile app installed on their mobile device.

When Events Were Added to the Report

The following list indicates when specific events were added to the Mobile Metrics Details report:

- With the May 2020 release, the Mobile Metrics Details report was released with the ApprovedReport, CreatedReport, EditedReport, and RejectedReport events. We recommend leveraging the Mobile Metrics Details report for the mobile actions associated with these events that were completed on or after May 1, 2020.
- With the November 2020 release, the BookedHotel and SubmittedReport events were added to the Mobile Metrics Details report. We recommend leveraging the Mobile Metrics Details report for the mobile actions associated with the BookedHotel and SubmittedReport events that were completed on or after November 16, 2020.
- With the March 2021 release, the following events were added to the Mobile Metrics Details report:
 - ◆ AddedExpenseToReport
 - ◆ ApprovedInvoice
 - ◆ AssociatedReceiptWithReport
 - ◆ RejectedInvoice
 - ◆ BookedAir
 - ◆ BookedCar
 - ◆ BookedRail
 - ◆ CreatedQuickExpense
 - ◆ EditedQuickExpense
 - ◆ LoggedIn
 - ◆ UploadedMobileStandaloneReceipt

We recommend leveraging the Mobile Metrics Details report for the mobile actions associated with these events that were completed on or after March 22, 2021.

- With the June 2021 release, the AssociatedReceiptWithRepEntry event was added to the Mobile Metrics Details report. We recommend leveraging the Mobile Metrics Details report for the mobile actions associated with the AssociatedReceiptWithRepEntry event that were completed on or after the June 19, 2021 release date.
- With the February 2023 release, the LoggedIn event was renamed to LoginSuccessful on the Mobile Metrics Details report. We recommend leveraging the Mobile Metrics Details report for the mobile actions associated with the LoginSuccessful event that were completed on or after the February 23, 2023 release date.

The LoggedIn event will continue to be available on the report to capture mobile actions associated with the LoggedIn event on or before February 23, 2023.

Report Prompts

Mobile Metrics Details

Prompts

Event Date:

Date Range

From:

To:

Event Grouping:

* Logon

Expense

Invoice

Travel

[Select all](#) [Deselect all](#)

Events:

Refresh Events

- AddedExpenseToReport
- ApprovedInvoice
- ApprovedReport
- AssociatedReceiptWithRepEntry
- AssociatedReceiptWithReport
- BookedAir
- BookedCar
- BookedHotel
- BookedRail
- CreatedQuickExpense
- CreatedReport

[Select all](#) [Deselect all](#)

Country/Region of Employee:

- ARGENTINA
- AUSTRALIA
- CANADA
- CHINA
- GERMANY
- HONG KONG
- JAPAN
- MEXICO
- NETHERLANDS
- NORWAY
- RUSSIAN FEDERATION

[Select all](#) [Deselect all](#)

Department:

- Admissions
- Athletics
- Cloud Sales
- College of Science
- Cost Transparency
- Distribution
- Facilities
- Human Resources
- IT
- Marketing
- Professional Services

[Select all](#) [Deselect all](#)

Employee(s):

Keywords:
Type one or more keywords separated by spaces.

[Options](#) ▾

Results:

→

←

Choice:

[Select all](#) [Deselect all](#)

Report Output

NOTE: The **Event Count** column displays the employee names.

Mobile Metrics Details						
Event Date: Between Jun 10, 2011 and Jun 10, 2021						
Employee(s):						
Event Count	Logon	AddedExpenseToReport	ApprovedReport	AssociatedReceiptWithRepEntry	AssociatedReceiptWithReport	Exp
	LoggedIn					
	3					
	101	1				
	7	1				
	67	4				
	13	1				
	36					
	270	7	59			
	279	1				
	452	6	134			
	321	25		4		
	181	10	43			
	83					
	262	12				
	175		2			
	3	1				1
	547	13	46	2		
	1					
	232					
	520	74	2	17		
Total For Employees	3,553	156	286	23		1

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Expense							
ry	AssociatedReceiptWithReport	CreatedQuickExpense	CreatedReport	EditedQuickExpense	EditedReport	RejectedReport	SubmittedReport
		3	2		1		
		1	1				
		38	6	7	1		2
		7	1	6			
		2					
		8	7	2		25	3
		6	7	2			
		7	13	1		5	
4		165	27	17			14
		26	5	1	2	8	1
		112	18	23	1		4
		1				1	
2	1		2				
		35	19	4		7	2
		1					
7		256	29	108	1		17
3	1	668	137	171	6	46	43

SubmittedReport	Invoice		Travel				Total For Events
	ApprovedInvoice	RejectedInvoice	BookedAir	BookedCar	BookedHotel	BookedRail	
		1					4
		17	1			2	128
				1			11
2							125
							28
							38
3							381
				5	1	27	330
				5		3	626
14				1	11	4	589
1						2	279
		9					92
4					4	5	441
							179
							7
2				2	2	7	686
							2
							232
17				1	8	1	1,034
43		27	1	15	26	51	5,212

Report: Mobile Metrics – Mobile Adoption Report

Available to: Analysis Intelligence
Uses: Expense Data Travel Data

This report displays a summary of the Concur Expense, Concur Invoice, Concur Travel, and logon actions taken by employees using the SAP Concur mobile app. The report can help identify the percentage of users using the mobile app, what actions are being completed on the mobile app, and which mobile actions are most commonly performed by users.

The report includes metrics for the following events:

Logon

- LoggedIn
- LoginSuccessful

Concur Expense

- AddedExpenseToReport
- ApprovedReport
- AssociatedReceiptWithRepEntry
- AssociatedReceiptWithReport
- CreatedQuickExpense
- CreatedReport
- EditedQuickExpense
- EditedReport
- RejectedReport
- SubmittedReport
- UploadedMobileStandaloneReceipt

Concur Invoice

- ApprovedInvoice
- RejectedInvoice

Concur Travel

- BookedAir
- BookedCar
- BookedHotel
- BookedRail

Information About Event Data on the Report

The SAP Concur mobile app version you are using and when an event was added to the Mobile Metrics Details report determines when data for the event is accurately reflected on both the Mobile Metrics Details report and the Mobile Metrics – Mobile Adoption Report.

SAP Concur Mobile App

The SAP Concur mobile app version you are currently using determines which event data is available to you on the Mobile Metrics – Mobile Adoption Report. Event data for all of the events on the Mobile Metrics – Mobile Adoption Report is available on the latest version of the SAP Concur mobile app. If you are using an older version of the SAP Concur mobile app, some of the event data may not be available on the Mobile Metrics – Mobile Adoption Report. We recommend users have the latest version of the SAP Concur mobile app installed on their mobile device.

Availability of Event Data on the Report

The following list indicates when specific events were added to the Mobile Metrics Details report:

- With the May 2020 release, the Mobile Metrics Details report was released with the ApprovedReport, CreatedReport, EditedReport, and RejectedReport events. We recommend leveraging the Mobile Metrics – Mobile Adoption Report for the mobile actions associated with these events that were completed on or after May 1, 2020.
- With the November 2020 release, the BookedHotel and SubmittedReport events were added to the Mobile Metrics Details report. We recommend leveraging the Mobile Metrics – Mobile Adoption Report for the mobile actions associated with the BookedHotel and SubmittedReport events that were completed on or after November 16, 2020.
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 - ◆ AssociatedReceiptWithReport
 - ◆ RejectedInvoice
 - ◆ BookedAir
 - ◆ BookedCar
 - ◆ BookedRail
 - ◆ CreatedQuickExpense
 - ◆ EditedQuickExpense
 - ◆ LoggedIn
 - ◆ UploadedMobileStandaloneReceipt

We recommend leveraging the Mobile Metrics – Mobile Adoption Report for the mobile actions associated with these events that were completed on or after March 22, 2021.

- With the June 2021 release, the AssociatedReceiptWithRepEntry event was added to the Mobile Metrics Details report and Mobile Metrics – Mobile Adoption Report. We recommend leveraging the Mobile Metrics – Mobile Adoption Report for the mobile actions associated with the AssociatedReceiptWithRepEntry event that were completed on or after June 19, 2021.
- With the February 2023 release, the LoggedIn event was renamed to LoginSuccessful on the Mobile Metrics – Mobile Adoption Report. We recommend leveraging the Mobile Metrics – Mobile Adoption Report for the mobile actions associated with the LoginSuccessful event that were completed on or after the February 23, 2023 release date.

The LoggedIn event will continue to be available on the report to capture mobile actions associated with the LoggedIn event on or before February 23, 2023.

Report Prompts

Mobile Metrics - Mobile Adoption Report

Prompts

Date Range

Event Date:

From:

To:

Options

Event Grouping:

- Logon
- Expense
- Invoice
- Travel

[Select all](#) [Deselect all](#)

Refresh Events

Events:

- AddedExpenseToReport
- ApprovedInvoice
- ApprovedReport
- AssociatedReceiptWithRepEntry
- AssociatedReceiptWithReport
- BookedAir
- BookedCar
- BookedHotel
- BookedRail
- CreatedQuickExpense
- CreatedReport

[Select all](#) [Deselect all](#)

Country/Region of Employee:

- ARGENTINA
- AUSTRALIA
- CANADA
- CHINA
- GERMANY
- HONG KONG
- JAPAN
- MEXICO
- NETHERLANDS
- NORWAY
- RUSSIAN FEDERATION

[Select all](#) [Deselect all](#)

Employee(s):

Keywords:
Type one or more keywords separated by spaces.

[Options](#) ▾

Results:

[Select all](#) [Deselect all](#)

Choice:

[Select all](#) [Deselect all](#)

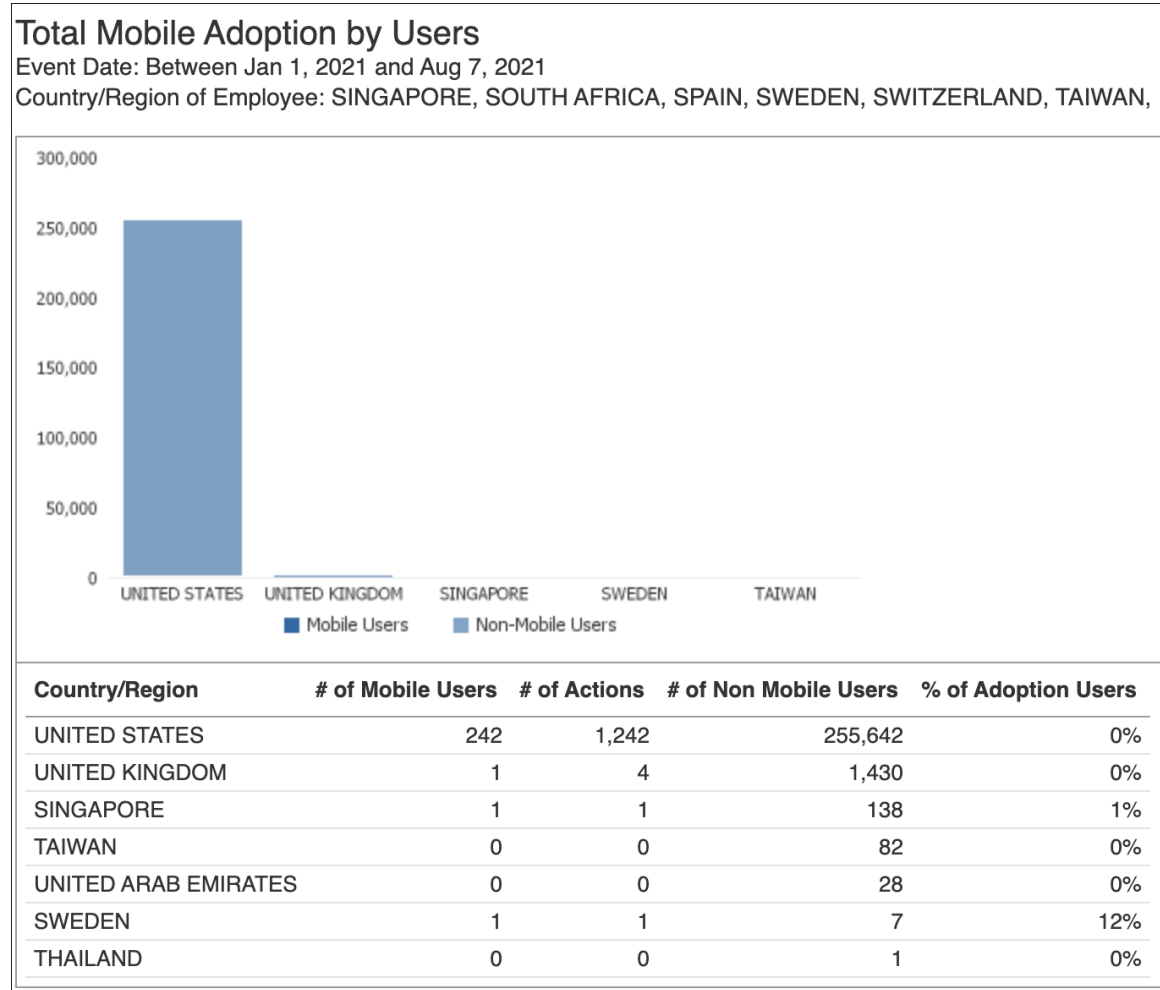
Report Output

The Mobile Metrics – Mobile Adoption Report consists of three pages:

- Total Mobile Adoptions by Users
- Unique Mobile Users by Event Group
- Mobile Events Trend

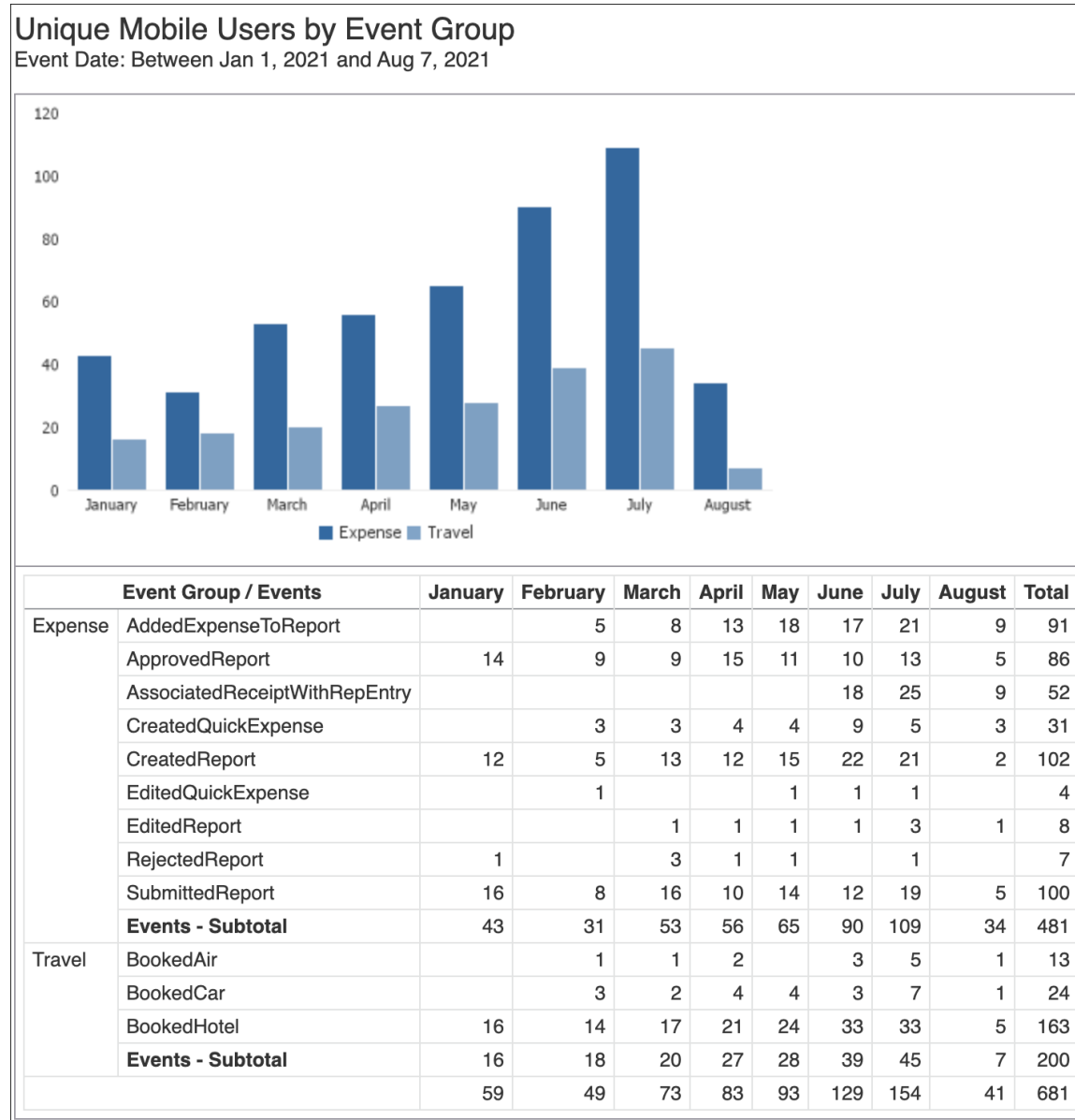
The **Total Mobile Adoptions by Users** page provides a bar graph that displays the number of SAP Concur mobile app users and the number of users not using the SAP Concur mobile app by country/region. Below the bar graph is a list of the totals by country/region for the number of SAP Concur mobile app users, number of mobile actions performed, number of users not using the SAP Concur mobile app, and the percentage of your users that are using the SAP Concur mobile app.

NOTE: When specific countries/regions are selected in the **Country/Region of Employee** prompt, only the **Total Mobile Adoption by Users** page of the report will be filtered by the selected countries/regions. The selected countries/regions are displayed in the **Country/Region of Employee** field above the bar graph on the page.



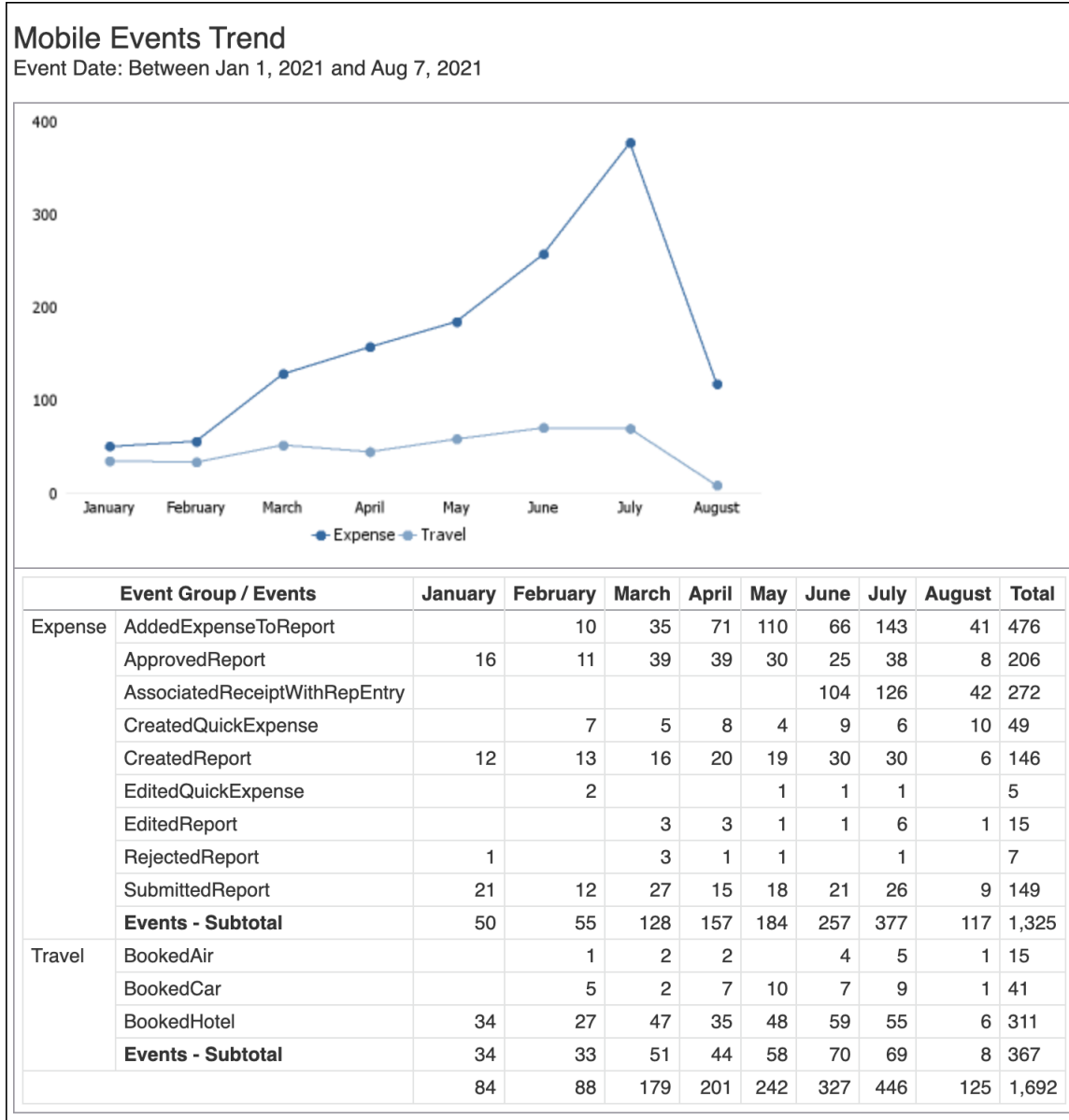
The **Unique Mobile Users by Event Group** page provides a bar graph of the total number of mobile actions associated with an event group (Expense, Travel, Invoice, and/or Logon) that were performed by unique SAP Concur mobile app users by event group and month for the report's event date range.

Below the bar graph is a list of the specific events and how many mobile actions were performed by unique SAP Concur mobile app users for each event by month, and the total number of mobile actions associated with each event for the report's event date range.



The **Mobile Events Trend** page provides a line chart, with each line representing the number of mobile actions associated with an event group for the report's event date range.

Below the line chart is a list of the specific events and how many mobile actions were performed for each event by month, and the total number of mobile actions associated with each event for the report's event date range.



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On the line chart, you can place your pointer over the month point on a line to view the event group subtotal for that month.

